Chapter 1

# Overview

Remote Diagnostic Management (RDM) is a server service program that allows server management control via remote station. It utilizes modems, pagers, and telephone lines to enable a remote station to monitor and analyze the server condition, update system BIOS settings and quickly return the system to normal operation. This "quick response" feature of RDM minimizes the time wasted due to system failure and therefore, offers the best solution for the distance barrier issue.

## 1.1 Features

The following features prove that RDM offers the most efficient and practical server diagnostic service.

- Maximizes the system operation time by minimizing the down time
- Offers the most effective diagnostic service and solves the distance barrier issue
- Enables the remote station to function just like the main console. It can even monitor the server boot process until the operating system completes booting.
- Allows automatic system reboot once failure is detected
- OS-independent server, hardware, BIOS and station software
- OS-dependent drivers that can automatically detect the system OS status
- RDM drivers that support NetWare, NT/server, and SCO UNIX



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## 1.2 Block Diagram

Figure 1-1 shows the RDM block diagram:

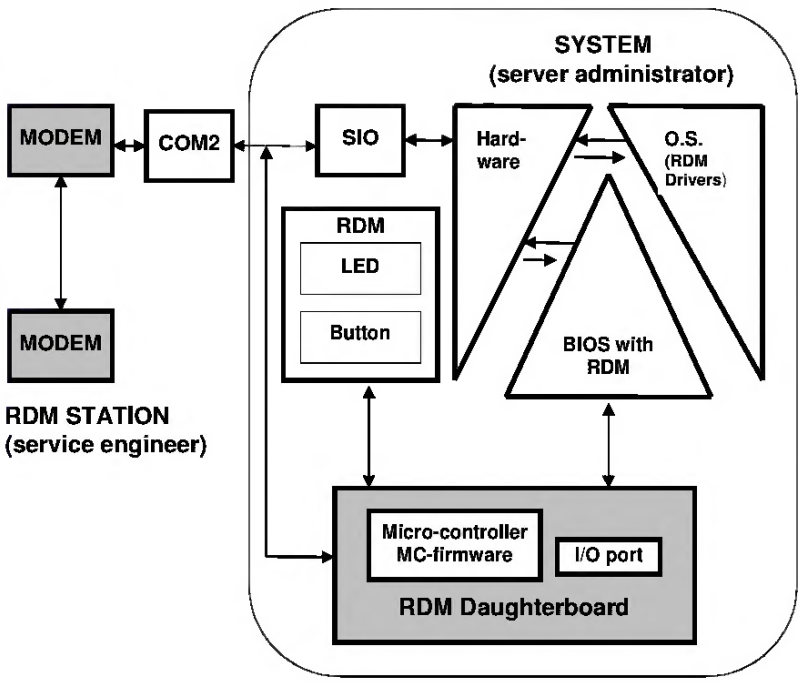


*Figure 1-1 RDM Block Diagram*



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## 1.3 Architecture

RDM is consist of three main components:

### 1.3.1 RDM Agent

The RDM agent refers to the system with an RDM module. An RDM module contains the microprocessor that acts as the RDM controller. See Chapter 2 for more details on RDM module.

To enable the RDM module, the RDM agent drivers must be installed into the RDM agent and the system BIOS must include the RDM BIOS. Chapter 3 tells how to install the RDM drivers and how to configure the RDM BIOS.

For information on how to configure the system BIOS, see the user's guide that comes with the system.

### 1.3.2 RDM Station

The RDM station can be any standard PC system with RDM station software installed and the necessary peripherals connected. For details on how to install the necessary peripherals, refer to Chapter 2.

See Chapter 3 for information on how to install the RDM station software.



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### 1.3.3 RDM Connectivity

This refers to the RDM connection. For the RDM agent to establish connection, it must have the RDM module, button, and the RDM agent software installed into the server. For the RDM station, it must have the RDM station software. For detailed information on RDM software, see Chapter 3.

Peripherals such as modem, telephone lines, and pagers are necessary for RDM to function properly. The RDM agent and the RDM station communicate via modem protocol. Chapter 2 tells how to connect the necessary peripherals into the system.

*Make sure that the modem and other peripherals are turned on. Otherwise, the RDM agent will not be able to establish connection with the RDM station. For information on how to install a modem, refer to section 2.7.*

*For simplicity, the **RDM agent** and **RDM station** will be referred to as **server** and **station**, respectively, throughout this manual.*



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